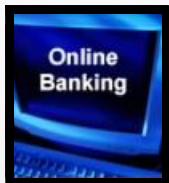


The LH Connection

June 2008

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Issue 69



ONLINE BANKING DOS AND DON'TS

- 1. Check the amounts and payees before hitting send.** Watch the decimal point, and don't bother to type "00" for cents.
- 2. Beware automated payments.** Except for a mortgage or for a savings plan, don't allow direct deductions from accounts.
- 3. Log out after banking, especially on a public computer.** And never use the "Remember my password" option.
- 4. Check later to see if transactions were processed correctly.** Print out online statements monthly for your records.
- 5. Never give out PINs, passwords, or your account numbers by phone or email.** Legitimate outfits will never ask for them.



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June 15th is Father's Day

LH would like to wish all fathers a wonderful & happy Father's Day

Enjoy!

LH Announcements

LH Would like to say Thank You to all of our employees for their hard work & also to those who receive special recognition for their performance and/or excellent customer service. Doris King was most recently recognized. **Thank you Doris!**

**

Congratulations to all our employees who had perfect attendance during the month of May! Each person who has perfect attendance will receive a coupon redeemable for gifts at the company store (www.lhenderson.com/prizes.htm) and are eligible for a drawing for one of three cash awards. The \$100 prize May winners are: **Sheila Matthews, Tamica Reaves, Steve Yu**

**

Congratulations! **William Alexander, Linda Gayles, Sheila Matthews, and Luz Marina Zapata** have provided 5 years of invaluable service. Thank you for your dedication.

The Employee Hotline is available 24/7. Make a suggestion, grievance, comment - anonymously. All matters received on the hotline will be handled in the strictest of confidence. You may access the employee hotline in one of two ways, either via email at employeehotline@lhenderson.com; or via our web site at www.lionelhenderson.com, click on Contact Us and then the Employeehotline link.



Do you have an announcement you'd like to share or a question you like to ask to be included in a future newsletter – please let us know. Email questions, comments and stories to hr@lhenderson.com.

Happy Birthday to **Antoinette Queen, Jennifer Darrington, Latishma Kashyap, Marchelli Burnette, Patricia Wright, Sheila Sykes-Davis, and Naresa Thomas**

**

Please join us in welcoming the newest additions of the LH family: **Alexandra Anderson, Aisha Brown, Felicia Brown, Lauren Cuesta, Virajita David, Kristina Douglas, Fayette Fagg, Stephen Geis, Garrett Graves, Beulah Hall, Irma Hewlett, Chante Hurt, Shanena Jackson, James Jones, Edwin Lopez, Helga Lumpkin, Denzell Marshall, Emilio Mendelavich, Oscar Montanez, Kyle Munro, Seraphia Roberts, Leroy Simpkins, Keith Stephens, Naresa Thomas, Courtney Vann, Eugeny White**

**

Please remember to complete your timesheet **daily**.

The 40th Annual National



WHO ARE THESE PEOPLE?

Ok, from left to right:
Levi Poindexter, Lionel Henderson, Greg Miller, Veronica Robinson, and Scott Cronin

WHAT ARE THEY DOING?

Well, they are managing the LH booth at the 40th Annual National Flood Insurance Conference

This year's National Flood Insurance Conference was held in Chicago, Illinois at the Hyatt Regency Hotel celebrating 3 special occasions: the 40th anniversary of the National Flood Insurance Program (NFIP), the 25th anniversary of the partnership with the Write Your Own Program (WYO), and the 25th anniversary of this conference which was formally known as the WYO conference.

The festivities began on May 7 and ended on May 10, 2008. During the course of the conference, our team had the opportunity to meet prospective clients and influential people within the NFIP, WYO, and the private sector.

Levi, the voice of the NFIP call center, expressed his experience as an eye-opener. He shook a lot of hands, met some new faces, and felt confident that our company's presence was valuable and interesting enough to deserve notable attention from potential clients in the upcoming year.

Veronica, "the little engine that could," managed our company's booth and mingled with people from all over. She was the hostess for our company's partnership ventures. Veronica attended workshops and learned that NEXTGEN will be off and running by May 21, 2008 (*NEXTGEN is the new operating system for Flood real time data quoting, etc. –for more info go to www.nfipnextgen.com*). She really enjoyed the opening reception that was hosted by Pilot Catastrophe Services, Inc. where hundreds of attendees gathered to prepare for the days ahead, unwind after the long trip, and rekindle past acquainted relationships by breaking bread and eating shrimp.

The 40th Annual National Flood Insurance Conference

Greg, the man of little words, gleefully announced that it was a wonderful experience. He enjoyed the physical shape of the flood program and found the speakers to be very informative and enlightening.

Scott, "the rookie," was very enthusiastic while sharing his experience at the conference. He reminisced about the NFIP contractual agreement with Covansys & LH and found it exhilarating knowing how the two work together to produce a promise. He appreciated the knowledge he gained regarding FEMA and the fit between industry and government. He also felt that the midnight cruise sponsored by Covansys on the Chicago Odyssey – *Customer Appreciation Event* — had a very powerful effect on the relationship between the two companies.

I didn't have the opportunity to speak to Lionel — the boss — but I heard from the others that he enjoyed the conference and supported the team at every venue!

Last but not least, our team sponsored a happy hour and everyone felt it was a success:

*" They shared friendly greetings and shook hands too,
they mingled and promoted our company's services to the who's who,
they shared our company precepts
and learned FEMA concepts
then they raffled a GPS system
then ended with our company's wisdom."*

And then they came home!

**Reported
by:**

Rita
Holland-
Haynes

